APPENDIX

Actions Taken on Each Complaint December 1 - 31, 2005

Case ID

012717	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012719	Issues	Unique Actions Taken	5
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1 2
		CALL TO	2
012720	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET CALL TO	1 1
		CALL 10	I
012726	Issues	Unique Actions Taken	2
		MAILING	1
		RECEIVE MAILING	1

Case ID 012733	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012734	Issues	Unique Actions Taken	2
		1640 CASE OPEN 1640 SENT PACKET	1 1
012735	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012736	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET RECEIVED E-MAIL	1 1 1
012737	Issues	Unique Actions Taken	2
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Case	ID
Cuse	$\boldsymbol{\mu}$

Cuse ID		1640 SENT PACKET	1
012738	Issues	Unique Actions Taken	6
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 COMPLAINANT WITHDRW CMPLNT	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		CALL TO	2
012740	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012749	Issues	Unique Actions Taken	7
		1640 CASE CLOSED	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD LEASE	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL TO	1

Case ID			
012750	Issues	Unique Actions Taken	6
		1640 CASE OREN	1
		1640 CASE OPEN 1640 RCD ARF	1 1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL TO	1
012752	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012754	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL FROM	1
012756	Issues	Unique Actions Taken	6
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1

Case ID		1640 SENT PACKET CALL TO	1 1
012767	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012768	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012770	Issues	Unique Actions Taken	2
		1640 CASE OPEN CALL FROM	1 1
012771	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1

Case ID 012772	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL FROM	1 1 1
012773	Issues	Unique Actions Taken	7
		1640 CASE OPEN 1640 INVSTGTN OPEN 1640 INVSTGTN PHONE 1640 RCD ARF 1640 RCD WN TO CO CALL FROM CALL TO	1 1 1 1 2 1
012774	Issues	Unique Actions Taken	3
012776	Issues	1640 RCD ARF 1640 RCD WN TO CO CALL TO Unique Actions Taken	1 1 1
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1

Case ID 012777	Issues	Unique Actions Taken	1
		CALL TO	1
012778	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET CALL TO	1 1
012780	Issues	Unique Actions Taken	2
		1640 CASE OPEN 1640 SENT PACKET	1 1
012781	Issues	Unique Actions Taken	2
		1640 CASE OPEN	1
012782	Issues	CALL FROM Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET CALL FROM	1 1

Case ID			
012783	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL FROM	1
012784	Issues	Unique Actions Taken	4
		1640 GAGE ODEN	,
		1640 CASE OPEN 1640 SENT PACKET	1
		CALL TO	1 1
		REFERRAL	1
012786	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL FROM	1
012787	Issues	Unique Actions Taken	4
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL FROM	1
		REFERRAL	1

Case ID			
012789	Issues	Unique Actions Taken	6
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL TO	1
012790	Issues	Unique Actions Taken	7
	EVICTION		
		1640 AGMT RCHD PART	1
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 INVSTGTN CLOSED	1
		1640 INVSTGTN OPEN	1
		1640 SENT PACKET	1
		CALL TO	9
012791	Issues	Unique Actions Taken	8
	EVICTION		
		1640 A CAME D CHID DA DE	1
		1640 AGMT RCHD PART	1
		1640 CASE CLOSED	1

 1640 CASE OPEN
 1

 1640 INVSTGTN CLOSED
 1

 1640 INVSTGTN OPEN
 1

 1640 SENT PACKET
 1

 CALL FROM
 1

 CALL TO
 4

Case ID

012792	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012793	Issues	Unique Actions Taken	6
		1640 CASE OPEN	1
		1640 RCD CORESPANDACE	1
		1640 RCD CORESPNDNCE 1640 RCD WN TO CO	1 1
		1640 SENT PACKET	1
		CALL TO	1
012796	Issues	Unique Actions Taken	3
		1640 CASE CLOSED	1
		1640 CASE CLOSED 1640 CASE OPEN	1 1
		CASE CLOSED:	1
		INFORMATION ONLY	1
012801	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1

Case ID

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1
012804 Issues Unique Actions Taken	6
1640 CASE OREN	1
1640 CASE OPEN 1640 RCD ARF	1 1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL TO	1
012807 Issues Unique Actions Taken	3
1640 GAGE ODEN	,
1640 CASE OPEN 1640 SENT PACKET	1 1
CALL TO	1
012808 Issues Unique Actions Taken	3
1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

Case ID 012817	Issues	Unique Actions Taken	3
		1640 CASE CLOSED 1640 CASE OPEN CALL TO	1 1 1
012824	Issues	Unique Actions Taken	3
		1640 CASE CLOSED	1
		1640 CASE OPEN CASE CLOSED: INFORMATION ONLY	1 1
012838	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET CALL TO	1 1
012839	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET RECEIVED E-MAIL	1 1

Case ID 012841	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012842	Issues	Unique Actions Taken	5
		1640 RCD ARF 1640 RCD CORESPNDNCE 1640 RCD WN TO CO 1640 SENT PACKET CALL TO	1 1 1 2 1
012843	Issues	Unique Actions Taken	7
		1640 CASE OPEN 1640 INVSTGTN OPEN 1640 INVSTGTN PHONE 1640 RCD ARF 1640 RCD CORESPNDNCE 1640 RCD WN TO CO CALL TO	1 1 1 1 1 1
012844	Issues EVICTION	Unique Actions Taken	6
		1640 CASE CLOSED	1

Case ID			
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL FROM	1
		CALL TO	2
		CASE CLOSED:	1
		INFORMATION ONLY	
012845	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012848	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012889	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL FROM	1
012890	Issues	Unique Actions Taken	6
		1640 CASE OPEN	1
		1040 CASE OI EN	

Case ID			
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL FROM	1
012891	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012892	Issues	Unique Actions Taken	2
		1640 CASE OPEN	1
		1640 SENT PACKET	1
012893	Issues	Unique Actions Taken	8
		1640 AGMT REACHED	1
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 INVSTGTN CLOSED	1
		1640 INVSTGTN OPEN	1
		1640 INVSTGTN PHONE	4
		1640 SENT PACKET	1
		CALL TO	2

Case ID 012894	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012895	Issues	Unique Actions Taken	6
		1640 CASE OPEN 1640 RCD ARF 1640 RCD CORESPNDNCE 1640 RCD WN TO CO 1640 SENT PACKET CALL TO	1 1 1 1 1
012896	Issues	Unique Actions Taken	3
012897	Issues	1640 CASE OPEN 1640 SENT PACKET CALL TO Unique Actions Taken	1 1 1
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1

Case ID 012898	<i>Issues</i> SAFETY HEALTH/HAZARD	Unique Actions Taken	4
		1640 CASE CLOSED 1640 CASE OPEN CALL FROM CALL TO	1 1 1 5
012905	Issues	Unique Actions Taken	4
		1640 CASE OPEN 1640 RCD ARF 1640 RCD CORESPNDNCE 1640 RCD WN TO CO	1 1 1 1
012906	Issues	Unique Actions Taken	5
		1640 CASE OPEN 1640 RCD ARF 1640 RCD CORESPNDNCE 1640 RCD LEASE 1640 RCD WN TO CO	1 1 1 1
012907	Issues	Unique Actions Taken	4
		1640 CASE OPEN 1640 RCD ARF 1640 RCD CORESPNDNCE	1 1 1

Case ID			
		1640 RCD WN TO CO	1
012908	Issues	Unique Actions Taken	4
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
012909	Issues	Unique Actions Taken	4
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE 1640 RCD WN TO CO	1 1
012910	Issues	Unique Actions Taken	5
		1640 CASE OPEN	1
		1640 RCD ARF	1
		<i>1640 RCD CORESPNDNCE 1640 RCD LEASE</i>	1
		1640 RCD WN TO CO	1 1
012911	Issues	Unique Actions Taken	4

1640 CASE OPEN 1640 RCD ARF 1

Case ID			
		1640 RCD CORESPNDNCE 1640 RCD WN TO CO	1 1
012912	Issues	Unique Actions Taken	4
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
012913	Issues	Unique Actions Taken	4
		1640 CASE OREN	1
		1640 CASE OPEN 1640 RCD ARF	1 1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
012914	Issues	Unique Actions Taken	4
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
012915	Issues	Unique Actions Taken	4
		1640 CASE OPEN	1
		1640 RCD ARF	1
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Case ID		1640 PGD GODEGDWDWGE	1
		1640 RCD CORESPNDNCE 1640 RCD WN TO CO	1 1
012916	Issues	Unique Actions Taken	4
		1640 CASE OPEN 1640 RCD ARF	1 1
		1640 RCD CORESPNDNCE 1640 RCD WN TO CO	1 1 1
012917	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 RCD ARF 1640 RCD WN TO CO	1 1
012918	Issues	Unique Actions Taken	1
		1640 RCD ARF	1
012919	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET RECEIVED E-MAIL	1 1

Case ID 012920	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET RECEIVED E-MAIL	1 1 1
012921	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012922	Issues	Unique Actions Taken	6
		1640 CASE CLOSED 1640 CASE OPEN 1640 SENT PACKET CASE CLOSED: INFORMATION ONLY RECEIVED E-MAIL SENT E-MAIL	1 1 1 1 1
012923	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL FROM	1 1 1

Case ID 012924	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 SENT PACKET CALL TO	1 1 1
012925	Issues	Unique Actions Taken	1
012926	Issues	CALL FROM Unique Actions Taken	1 1
		CALL FROM	1
012927	Issues	Unique Actions Taken	2
		1640 CASE OPEN 1640 RCD ARF	1 1
012928	Issues	Unique Actions Taken	3
		1640 CASE OPEN 1640 INVSTGTN OPEN 1640 RCD ARF	1 1 1

Case ID			
012929	Issues	Unique Actions Taken	4
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 NAR N R RES	1
		1640 RCD WN TO CO	1
012930	Issues RENT ISSUES	Unique Actions Taken	1
		CALL FROM	1